



COD Processing Update For Pell Grants

July 23, 2004

Pell Grants

COD News

COD Batch Processing Suspension And Web Site Outage July 23-24, 2004 (07/15/04)

As explained in an Electronic Announcement posted to the IFAP web site at <http://www.ifap.ed.gov/eannouncements/0714AddlCODSysImp0405.html>, COD plans to implement additional COD System functionality during the weekend of July 23-24, 2004. These system changes will support the processing of Pell Grants and Direct Loans for the 2004-2005 Award Year. Refer to the announcement for a description of the system changes.

In order to install the system changes that will enhance the COD System—

- COD will suspend batch processing beginning at 8:00 P.M. (ET) on Friday, July 23, 2004. Records submitted after 8:00 P.M. (ET) will be held and processed after 5:30 A.M. (ET) on Saturday, July 24, 2004.
- The COD web site will be unavailable from 8:00 P.M. (ET) on Friday, July 23, 2004 through 9:15 A.M. (ET) on Saturday, July 24, 2004.

The Grant Administration and Payment System (GAPS) will be available during the July 23-24, 2004 period, and schools may continue to request funds. The suspension of COD batch processing will not impact the regularly scheduled processing of funds requests.

COD apologizes for any inconvenience the batch processing suspension and web site outage may cause and appreciates your understanding and patience while COD completes this important activity.

August 2004 Software Developers Conference (07/23/04)

As a reminder, the 2004 Software Developers Conference will be held August 19, 2004 and August 20, 2004, in Arlington, VA. The conference registration deadline is August 4, 2004.

The Software Developers Conference is targeted at mainframe institutions, third party servicers, and software developers and providers. This conference will provide the latest information available about changes and updates to our Federal student aid application and delivery services. Attendees will also have an opportunity to provide feedback on future service enhancements.

Further information regarding conference registration and hotel reservations is available on the IFAP web site at <http://www.ifap.ed.gov/eannouncements/0629SoftwareDevelopersConf.html/>.

RFMS SAIG Mailbox Deactivation On August 14, 2004 (07/16/04)

Schools submit Pell Grant data for processing by sending files to the COD System via COD SAIG mailbox TG71900. As a result, the RFMS SAIG mailboxes TG54880 and TG56321 to which Pell data was sent in the past are no longer needed, and will be permanently deactivated on August 14, 2004. Details regarding the deactivation of the RFMS SAIG mailboxes and the



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specific message classes affected is posted on the IFAP web site at
<http://www.ifap.ed.gov/eannouncements/0714RFMSDLOSSAIG.html>.

Resolved

COD Web Site Reports Intermittently Unavailable [07/13/04 (Updated 07/14/04)]

Previously, COD web site users may have experienced intermittent problems bringing up reports on the web site. COD believes this issue is now resolved and users are no longer experiencing this problem.

Issue Resolving COD Edit 025 [05/05/04 (Updated 07/13/04)]

In the past, schools have reported to COD that they were experiencing an issue when attempting to correct a record that rejected for COD Edit 025 (Duplicate Match On CPS). Records that reject for COD Edit 025 can only be corrected on the COD web site by selecting the correct CPS match from the provided list on the CPS Report Selection screen. Detailed instructions for resolving this edit via the COD web site are available on IFAP at:

<http://www.ifap.ed.gov/eannouncements/0320UpdatedCODEdit025Proc.html>.

In some instances, the COD web site was returning only one match or none at all on the CPS Report Selection screen. This prevented schools from correcting the records in COD as described above. Previously, the COD development team completed the first phase of correcting this problem by migrating the code fix to correct Direct Loan records. On July 8, 2004, COD completed the second phase of correcting this problem by migrating the final code fix to correct Pell records. The CPS Report Selection screen now displays the appropriate CPS matches.

Current Issues

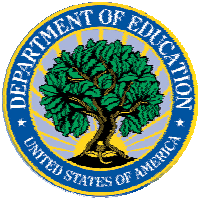
Verification Status Report Issue [07/16/04 (Updated 07/21/04)]

On July 3, 2004, the Verification Status Report was not sent to schools' SAIG mailboxes. COD continues to research the cause of this issue and will provide more information as it becomes available. In the meantime, schools may view the report on the COD web site.

COD Edit 116 Not Working Correctly [01/06/04 (Updated 07/14/04)]

COD has found that COD Edit 116 (SSN, Date of Birth and/or Last Name have not been updated in the COD System) is not working properly. This edit is a warning that is returned when changes to the Student Identifier information are submitted and the reported CPS Transaction Number and Award Year combination is not greater than the combination that currently exists in COD.

Because this edit is not working correctly schools are unable to submit new 2003-2004 originations or make online changes when previous award year information is different for a student in COD. COD is still testing the code fix for this issue and anticipate resolution by late August 2004. Updates will be provided as more information becomes available.



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Issue With Generating The Pell Grant Reconciliation Report For 2004-2005 (07/14/04)

Since July 10, 2004, the COD System has experienced an issue with generating the Pell Grant Reconciliation report for the 2004-2005 Award Year. As a result, schools that submit a data request for the Pell Grant Reconciliation report via batch or the COD web site will not receive this report in their SAIG mailboxes. COD is researching the cause of this issue and will provide more information as it becomes available.

Schools Not Receiving Responses/Acknowledgements [06/15/04 (Updated 07/02/04)]

Full Participants and Phase-In Participants had previously reported to COD that they did not receive Responses/Acknowledgements for batches submitted to the COD System between June 7, 2004 and June 15, 2004. The COD development team determined the cause of this issue and implemented a code fix to prevent it going forward.

At this time, COD is unable to identify all the batches that may have been affected by this issue. Any school that is still missing a Response/Acknowledgement for a batch submitted between June 7, 2004 and June 15, 2004 should contact the COD School Relations Center to report this information. COD will then send the Response/Acknowledgment to the school's SAIG mailbox.

Student Name And Date Of Birth Not Updated In COD [05/03/04 (Updated 06/30/04)]

COD notified schools of an issue where new 2003-2004 and 2004-2005 origination records are accepted in COD, however, the student's Name and Date of Birth (DOB) updates submitted by the school are not displaying on the COD web site's Person Information screen. The COD web site is reflecting the Name and DOB from the previous award year. Additionally, in some cases, changes to Name and DOB for previously accepted origination records are not displaying on the Person Information screen as well.

COD continues to research the cause of this issue and appreciates your patience. Updates will be provided as more information becomes available.

Disbursements Not Displaying On COD Web Site [12/11/03 (Updated 06/28/04)]

COD has identified an issue where disbursements/adjustments are being processed in COD, but are not appearing on the Disbursement List screen. However, the accepted disbursements are appearing on the Batch screen and being acknowledged correctly to schools. Also in some cases, sequence numbers for the disbursements are not appearing on the Disbursement History Information screen.

COD has determined the cause of the problem. The data was not populated in the COD database correctly when the disbursements/adjustments were processed, resulting in the disbursements not appearing on the web site.

Several code fixes have been migrated to prevent this problem going forward. COD is now determining the cleanup plan for the affected records and will provide updates as more information becomes available.



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In the meantime, please be patient and do not resubmit the disbursements/adjustments for processing; these transactions have already been acknowledged back to schools.

Mixed Person Records In COD [03/02/04 (Updated 05/20/04)]

As you are aware, the COD System is based on the establishment of a person record and contains person records established as early as 1999-2000. COD has discovered that primarily due to inaccurate SSNs that have entered the COD System, approximately 300 records (out of approximately 14 million person records in the COD System) have mixed with other COD records. Since PLUS borrowers are not matched with CPS, the majority of the people affected by this issue are PLUS borrowers. COD has a dedicated team working to resolve the small number of records that have been mixed. COD would like to assure you that if your data has been affected by this rare problem it is not lost in the COD System and it will be corrected.

Specifically, COD has identified two scenarios related to this issue. In the first scenario, one person appears twice within the COD System, with different awards under each profile. In the second scenario, two persons have the same SSN in the COD System with mixed profiles and awards. These problems usually occur when incorrect SSNs are submitted to COD and are compounded when the incorrect SSN matches another person's correct SSN.

COD continues to work on further detailed instructions that will assist you in avoiding these scenarios and, if necessary, in correcting them. If you have any questions, please contact the COD School Relations Center.

Duplicate Disbursement Information In COD [05/06/04 (Updated 05/11/04)]

COD has learned that duplicate disbursement numbers are displaying incorrectly on the COD web site's Award Disbursements Information screen. On this screen under the Disbursement Number column, disbursement numbers are appearing twice. However, when viewing the Disbursement Information screen, each disbursement displays a different status (Pending or Disbursed). COD is analyzing the issue and will provide updates as they become available.

COD Web Site Response Time [03/19/04 (Updated 04/22/04)]

COD has learned that COD web site users are experiencing poor response time and receiving log errors when performing searches between the hours of approximately 11:00 AM and 2:00 PM eastern time.

COD has identified several potential causes of the issue and is in the process of evaluating the causes. COD ask users to continue to be patient. In the meantime, please continue to e-mail screen shots of any error messages received while performing a search to the COD School Relations Center at CODSupport@acs-inc.com.